

IPW™ Smart Delivery Management

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Outline

- Introduction
- The model
- Examples
- Other models
- Final words



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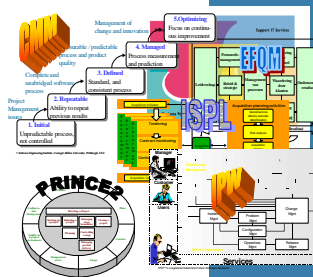
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The method/terminology quagmire

- 'We have improvement projects for PRINCE2, ITIL and CMM, can you help us to understand their coherence?'
- 'Our project leaders and software developers don't think that ITIL is relevant for them'
- 'What is requirements management?' (question from a service manager)
- 'Development projects are just big changes'
- 'That's not a Change Request, but a Request for Change'



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The project managers' challenge

- With mature processes, a project manager has an easy job
- With immature processes, a project manager has an easy job
 - ...but a lot of work
- With 'somewhat' mature processes you do not want to be a project manager
- We need a common understanding of processes across the development & service management borders



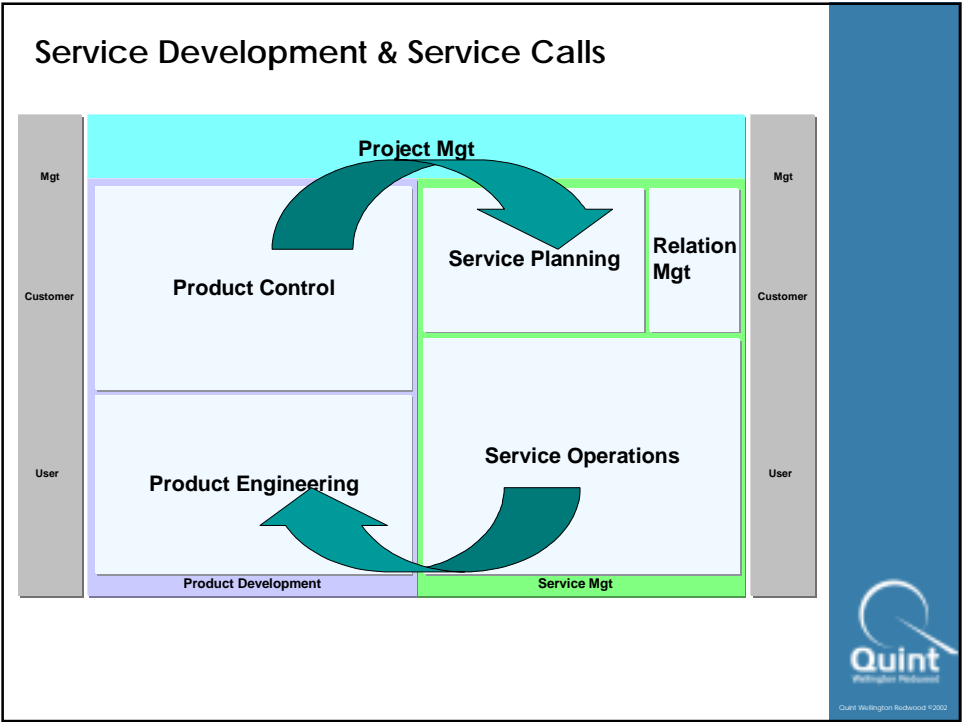
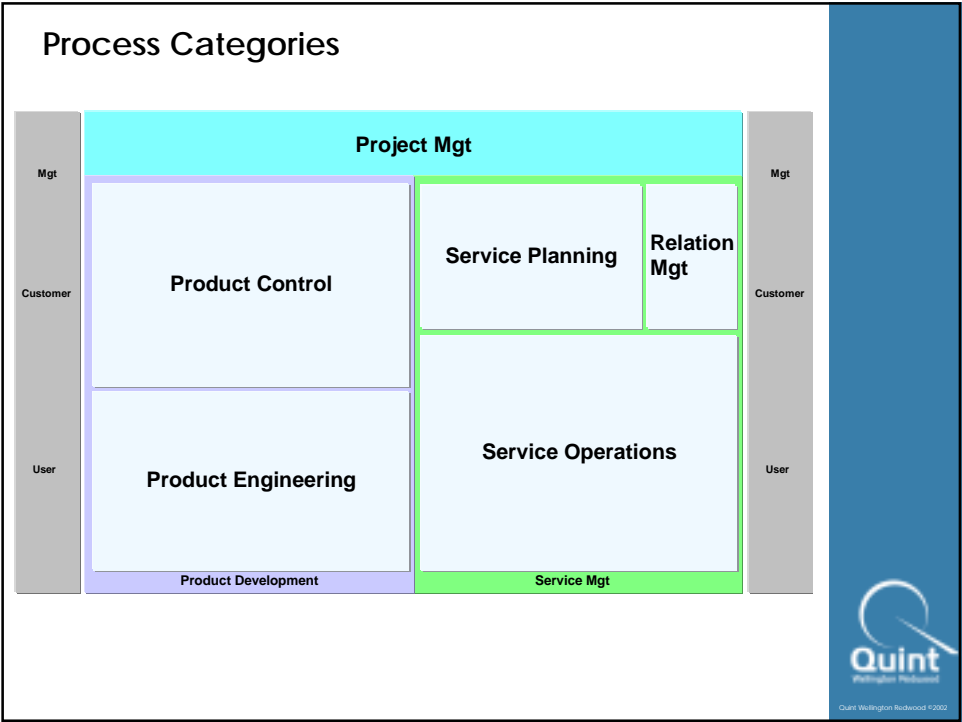
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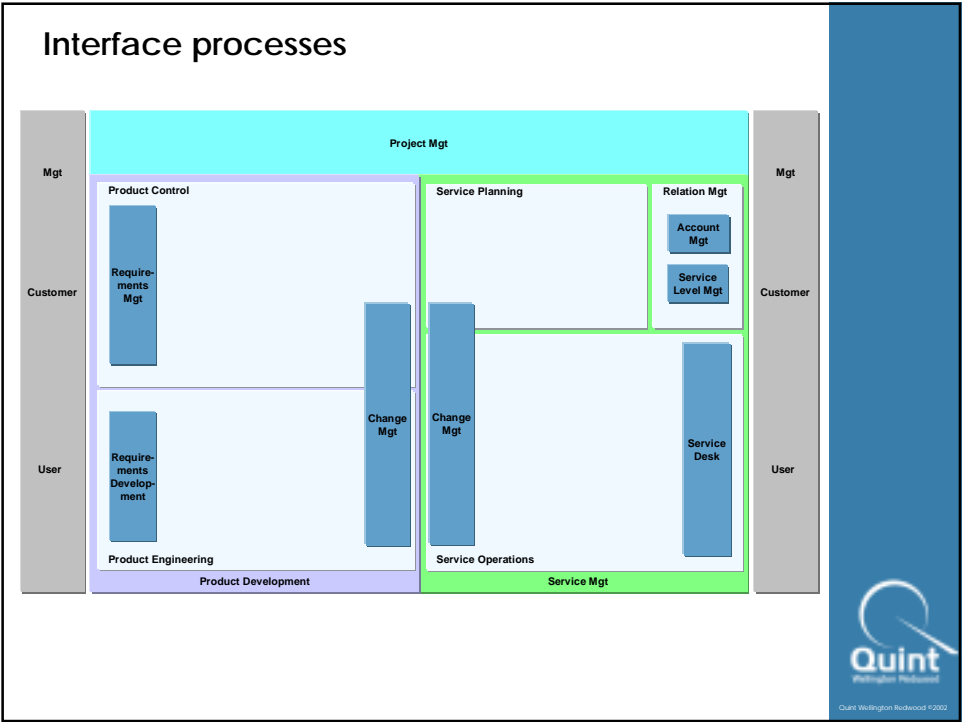
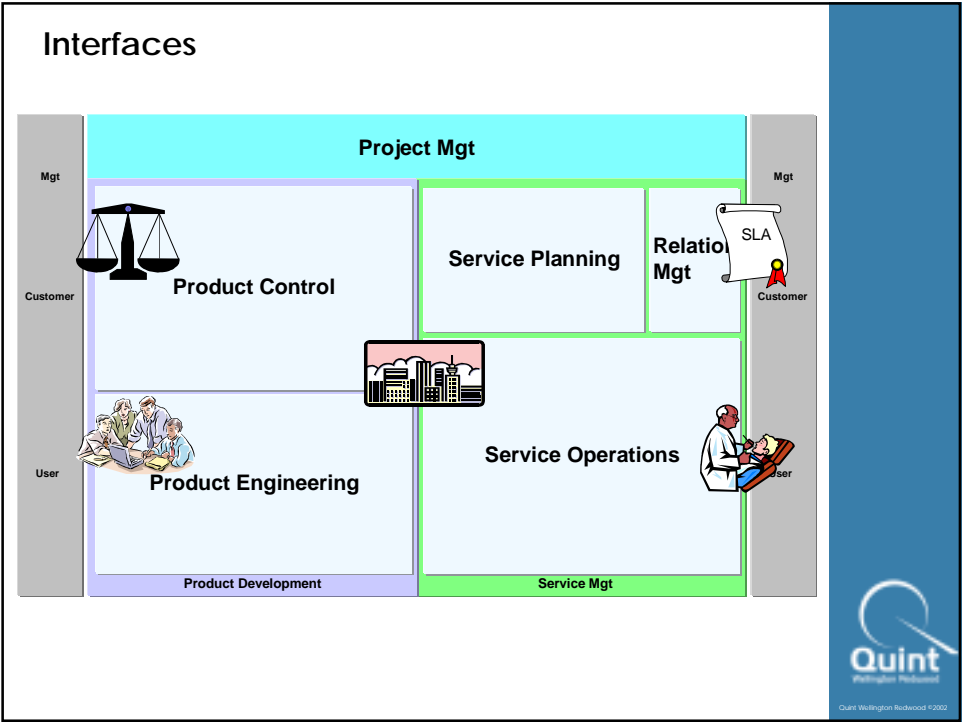
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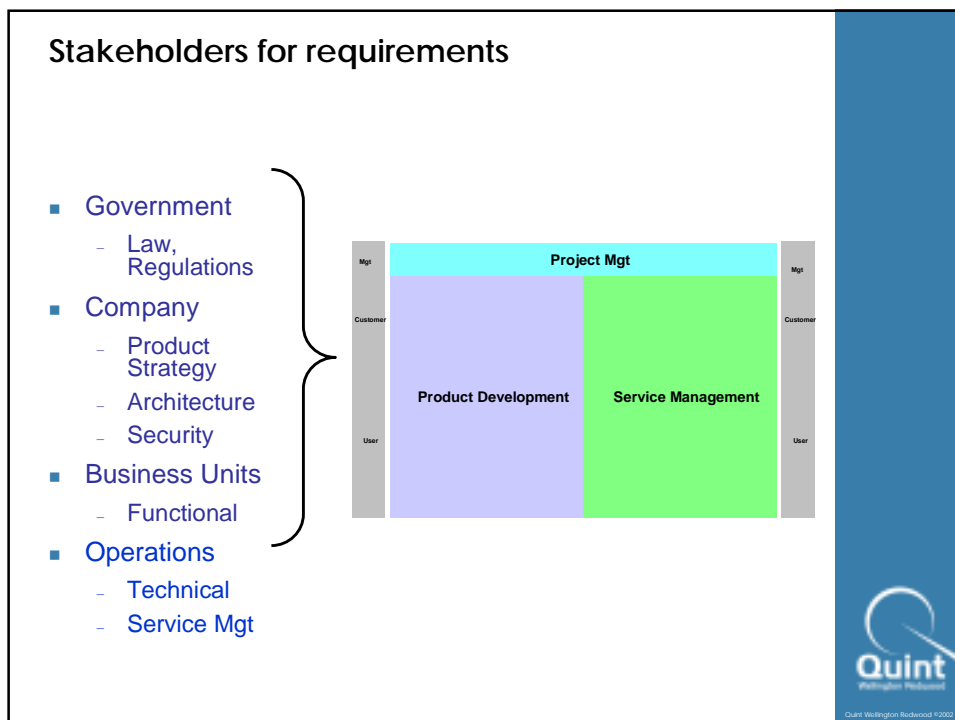
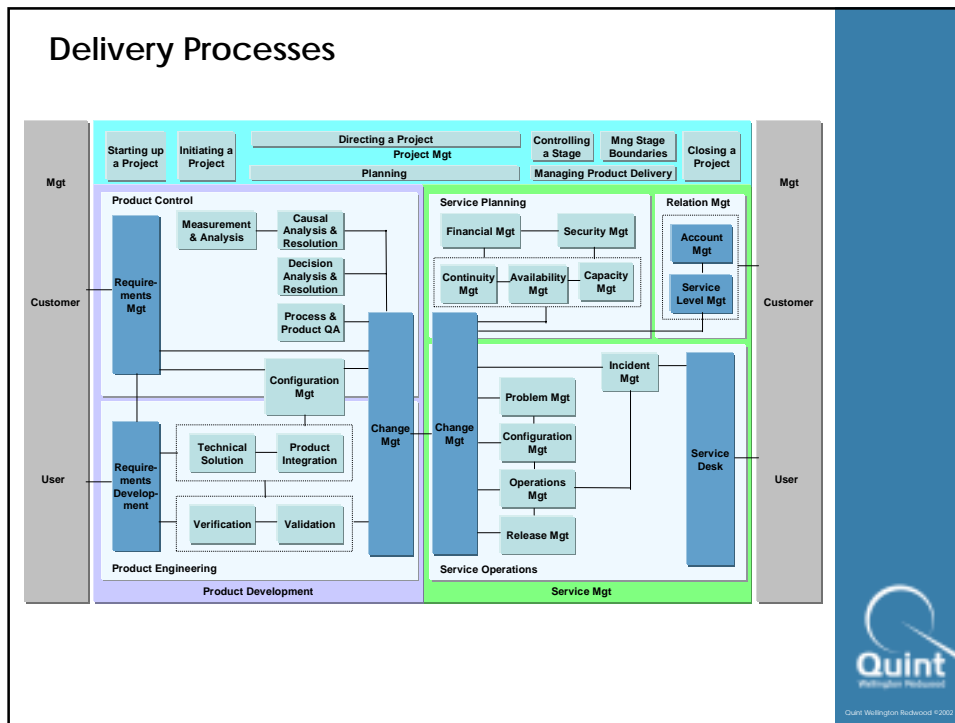
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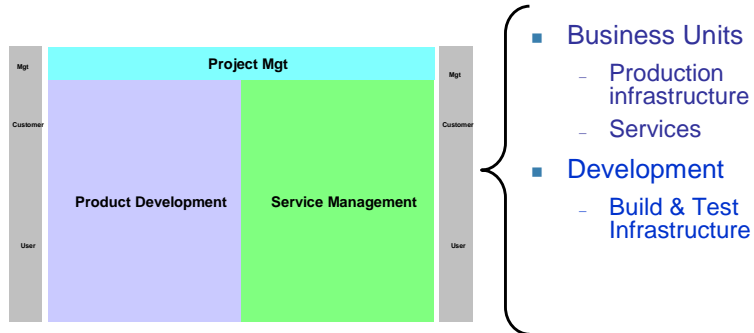
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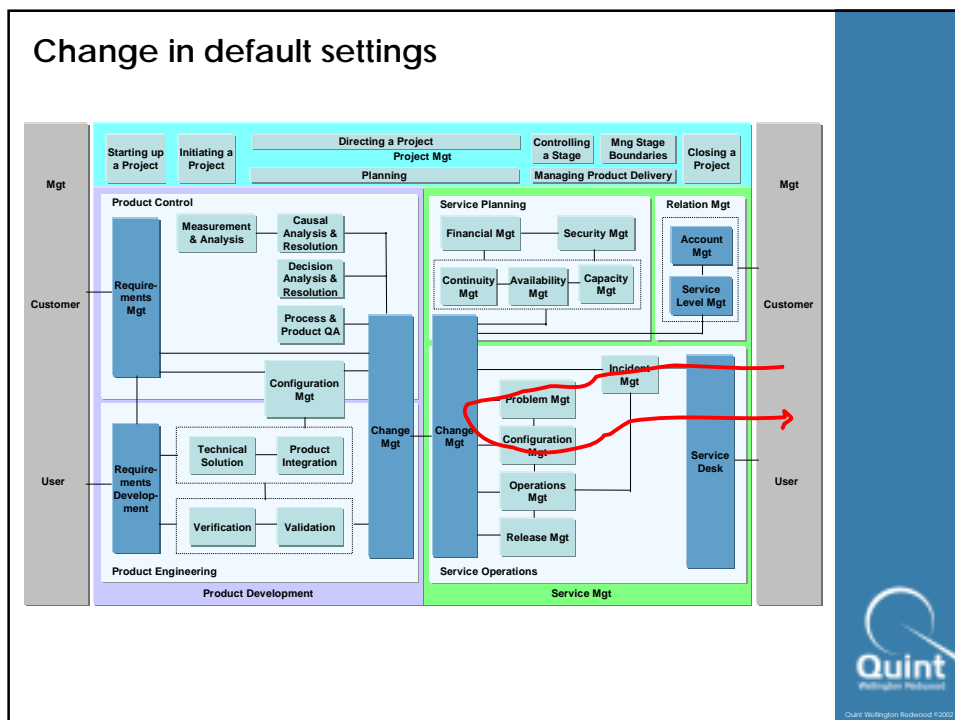
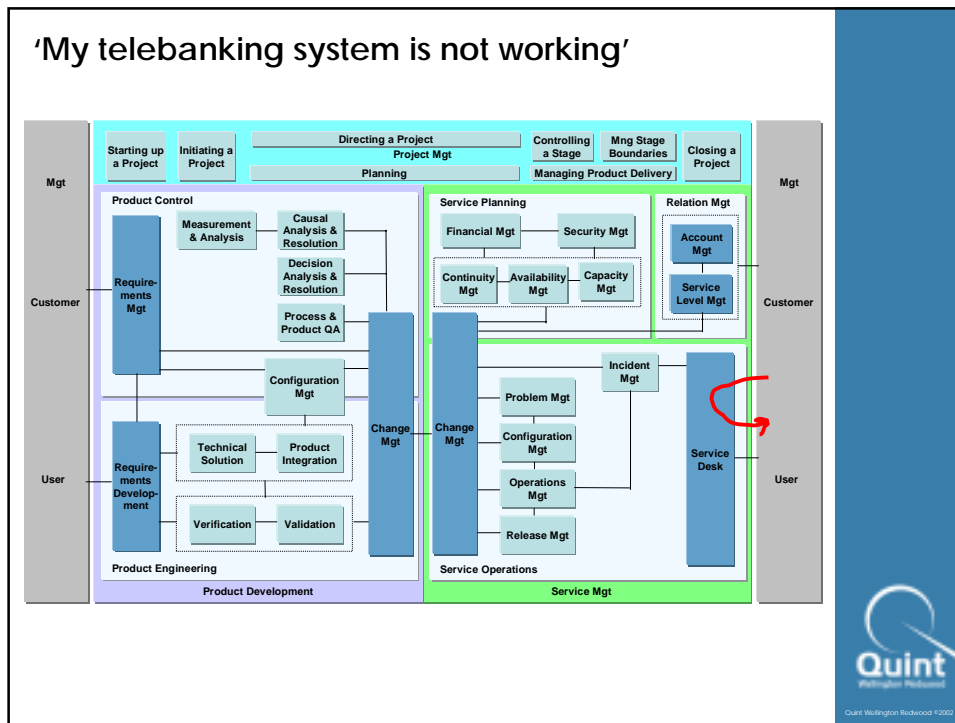


Customers...

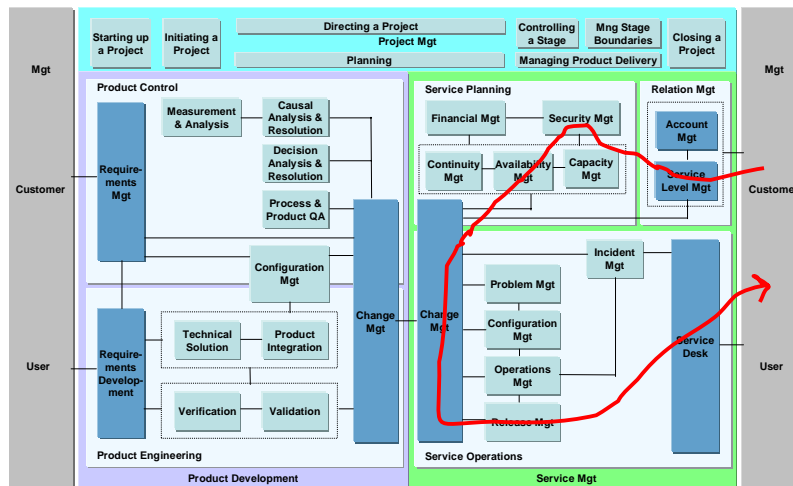


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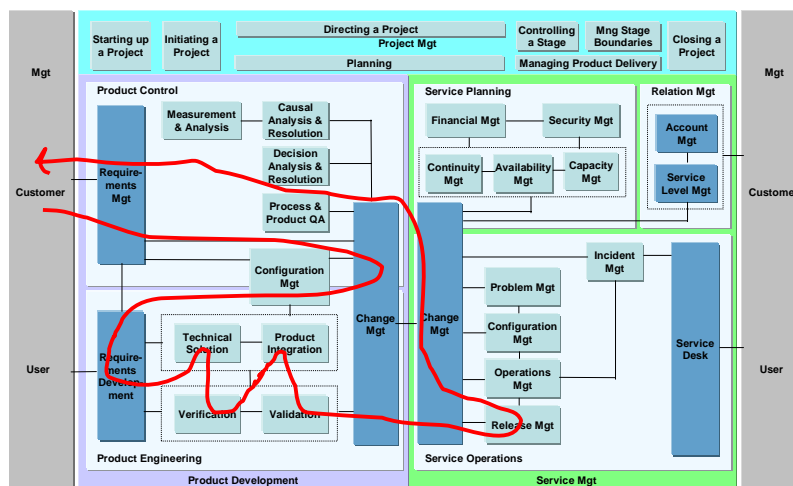
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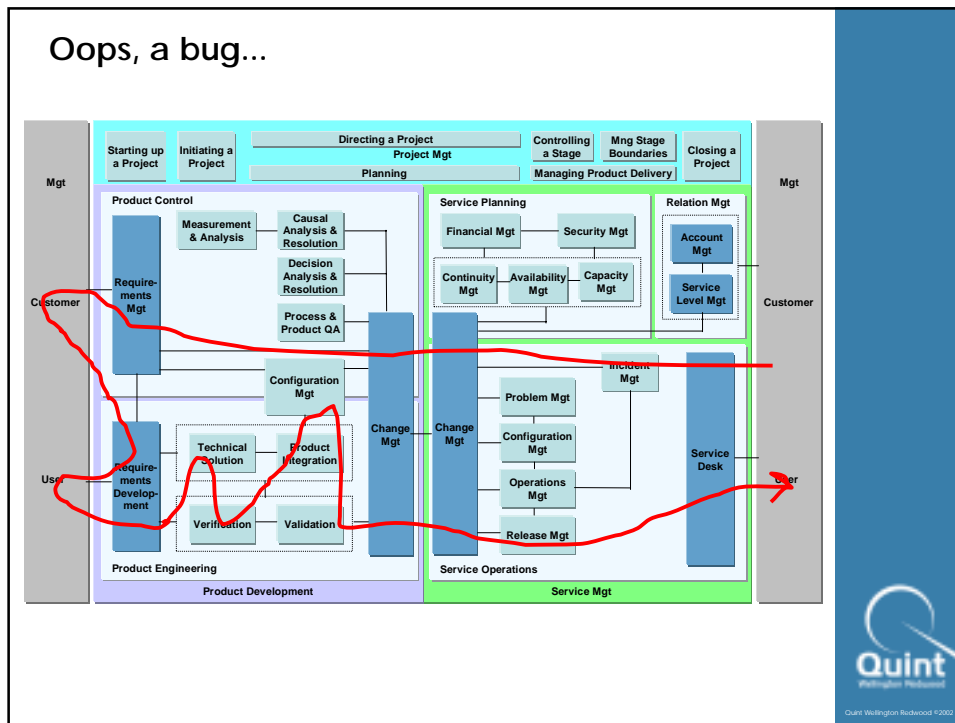


More users expected because of a marketing campaign...



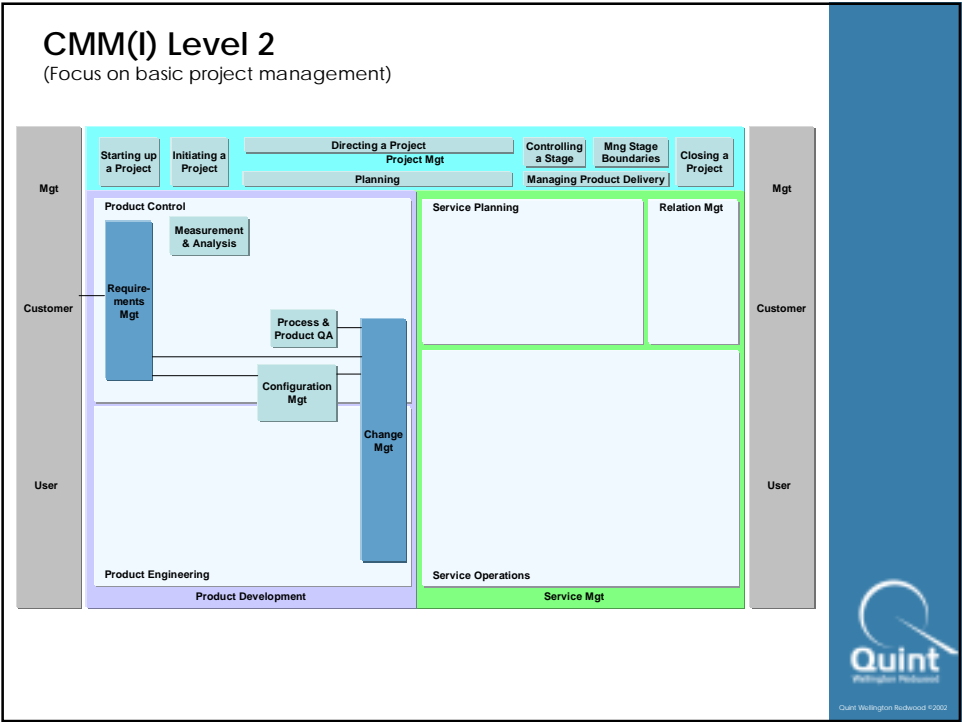
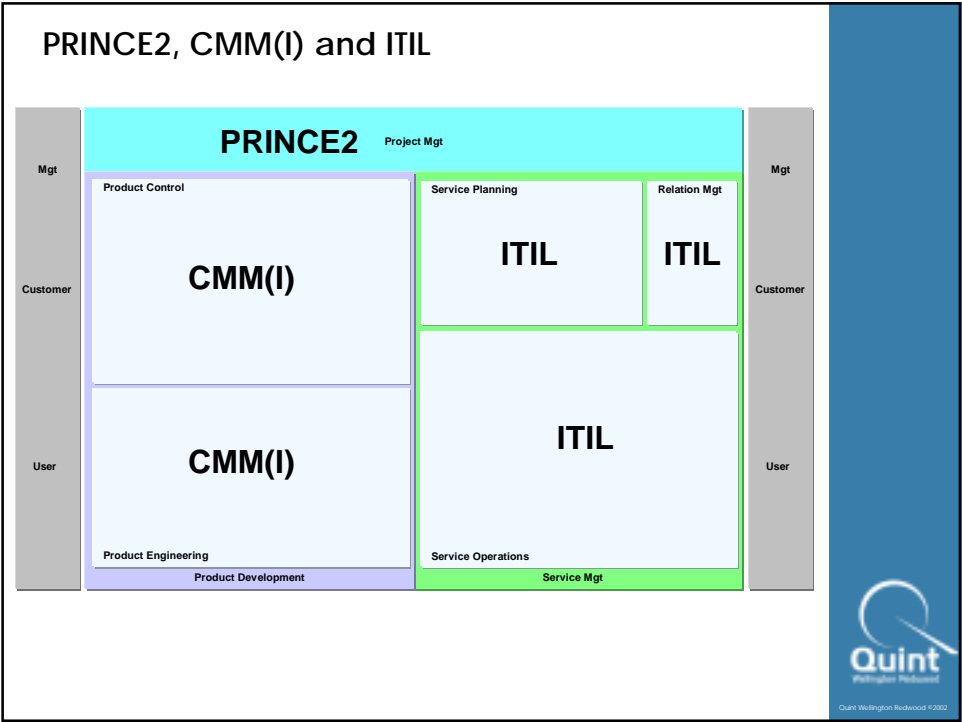
New government regulations...

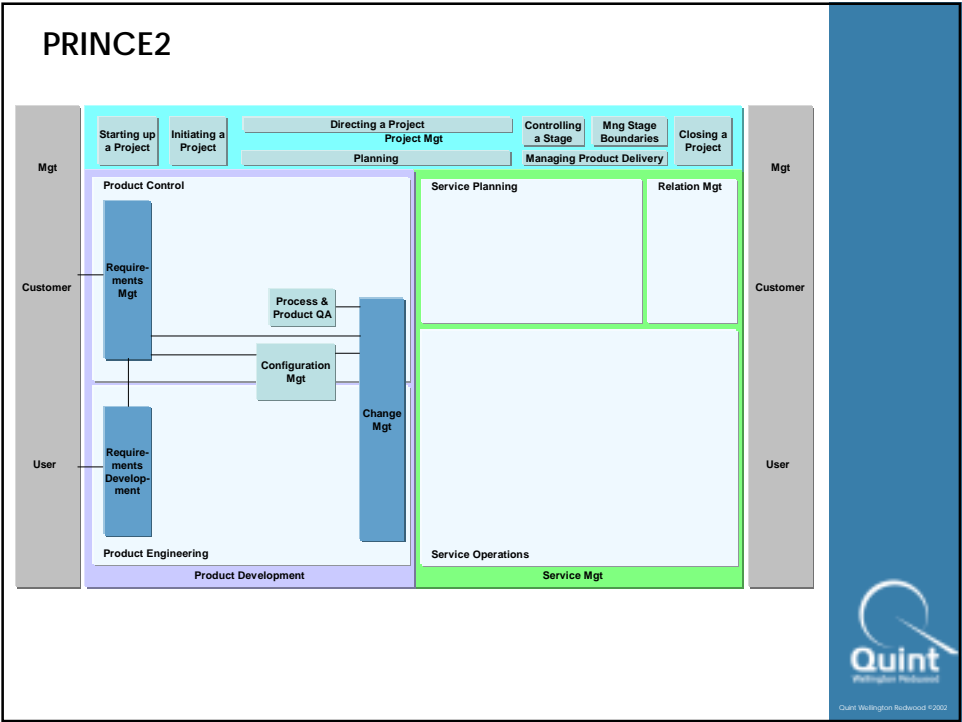
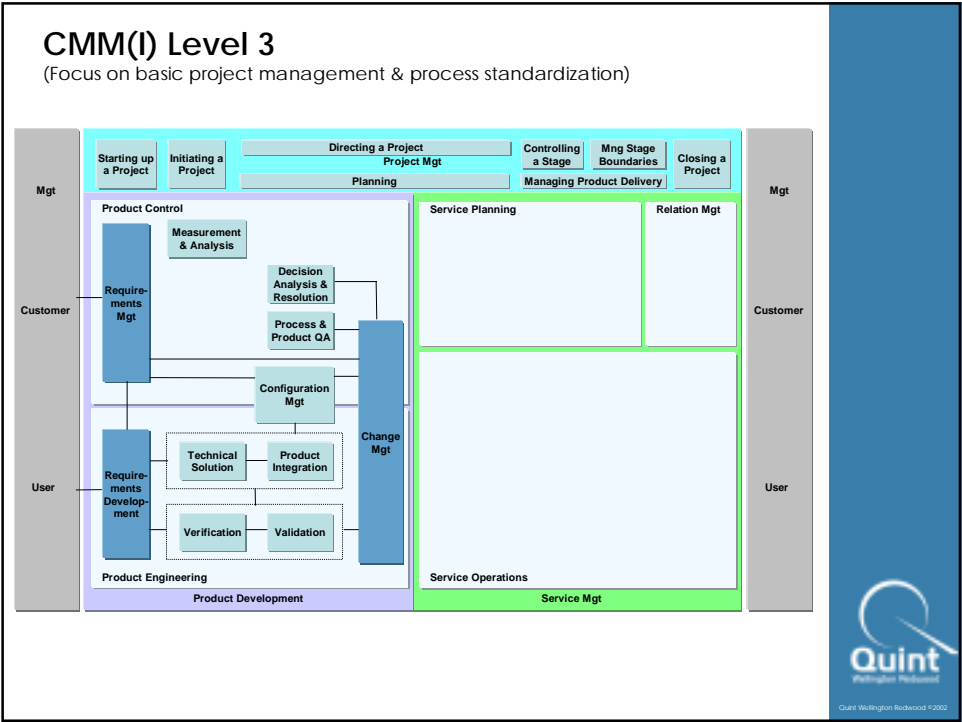


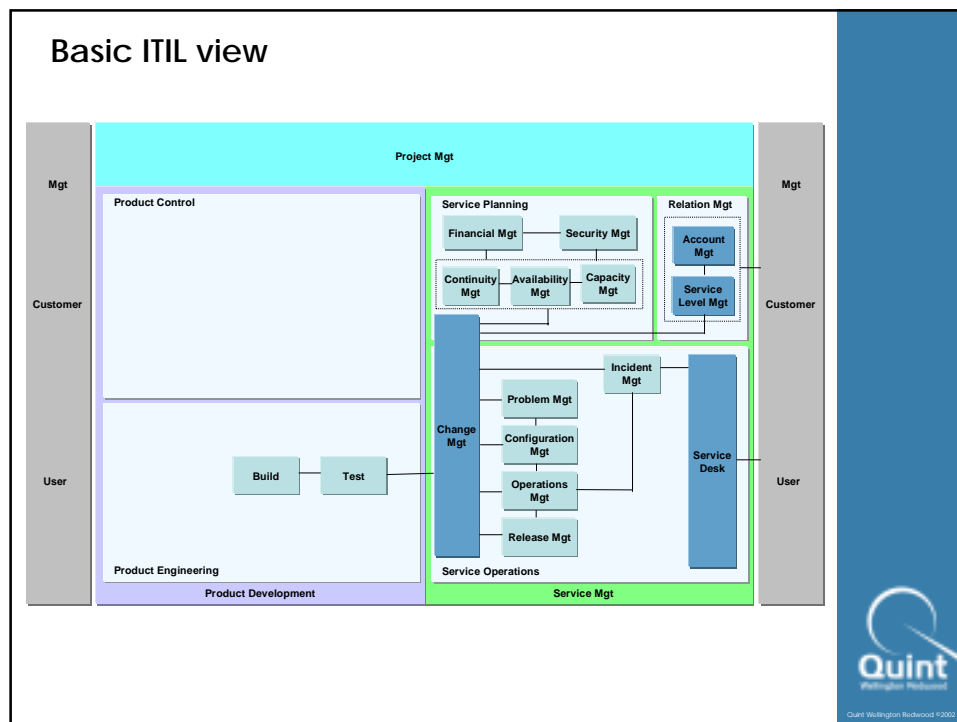


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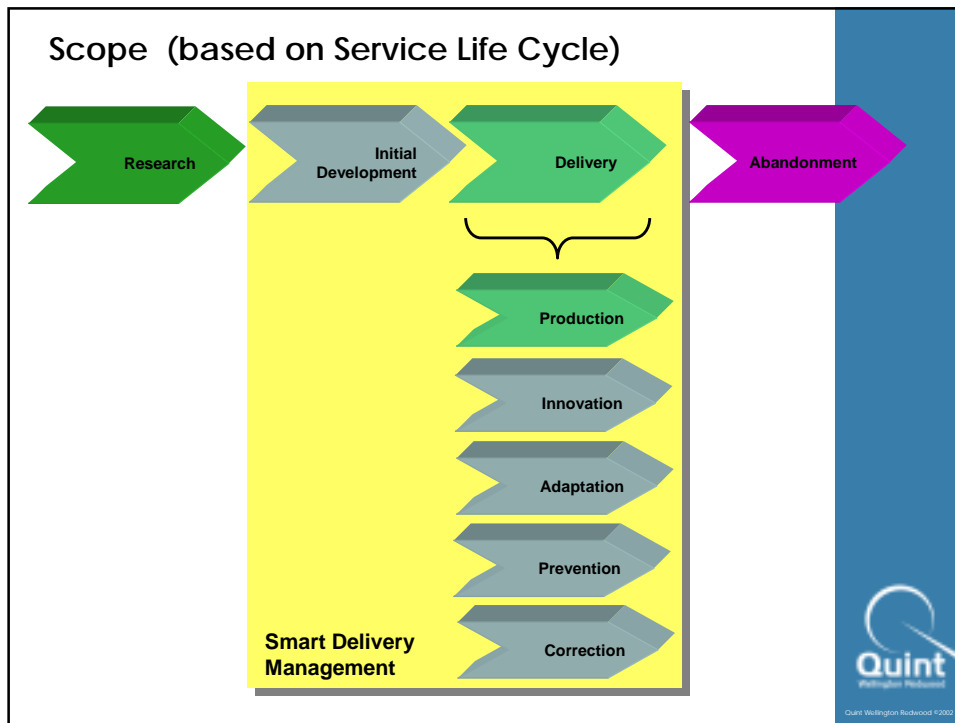






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Smart Delivery Management



- Balanced view on service management and development management processes
- Provides the development domain with the needed insight into the most relevant service management processes and vice versa
- Build on existing knowledge and experience with well known process & maturity models
 - CMM(I), ITIL, PRINCE2



- Full blown new model solving your problems
- Fully optimized view on delivery processes
- Limited to CMM(I), ITIL, PRINCE2 process areas





Dare to challenge

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